MANAGING RISKS FOR MANAGED CARE FIRMS

SPECIALIZED CARE

The risks facing managed care organizations (MCOs) are tricky. Some behave like Medical Malpractice risks and others like Insurance Company Errors & Omissions Liability risks, but the combination – together with the rapid evolution of the health insurer industry and the severity of its business practice litigation trends – places MCOs in a perilous position. This unique intersection of exposures demands more than off-the-shelf risk management counsel.

Mindful of what threatens MCO business objectives, we add value to clients through:

- **Willis’ National Managed Care Practice** – The power of specialization and sustained thought leadership delivers customized risk solutions.
- **Willis’ Business Risk Platform** – Our systematic approach to identifying, assessing, quantifying and managing risk supports MCO growth.

Our Managed Care Practice, part of the Willis Health Care Practice, brings specialized expertise to all the risks faced by an MCO business through a dedicated managed care resource team. Each client team includes members from not only the Managed Care Practice, but the Willis Executive Risks, Network Risk and Privacy, Enterprise & Risk Finance and Strategic Outcomes (Claims and Loss Control) practices. Each practice contributes team members with expertise in managed care, so regardless of where a client’s needs are, we have a specialist familiar with the managed care world who can help them address them.

We provide gap analysis of each client’s insurance coverages against the managed care segment’s emerging risks and craft E&O, D&O and Network Security policies by tailoring Willis manuscriptsed endorsements. We negotiate market by market, line by line. Beyond this necessary blocking and tackling, our intellectual capital ranges from periodic informal email communication on emerging industry developments to more formal annual events, including Willis’ Managed Care Roundtable, our *MCO E&O Market Update* and benchmarking reports, and topical white papers published throughout the year. The Managed Care Practice is led by Frank Castro and Sandy Berkowitz, both recognized, seasoned industry leaders.
BUSINESS RISK PLATFORM

Business Risk Platform is our process for identifying, quantifying and managing overall risk exposures. The business risk conversation always begins with the same question: what keeps you up at night? Then we drill down, employing proprietary data analytic tools to quantify both the cost of risks (Loss PIQ®) and the volatility of these costs (CCoR®). Our tools allow us to make these assessments even where only qualitative data exists. At a time when access to, and deployment of, capital is constrained, our Business Risk Platform empowers our clients to make informed risk financing and capital decisions on both insurable and non-insurable business risks by measuring the potential benefit of risk transfer versus risk retention.

CLAIM ADVOCACY

Our claim professionals are experts in getting claims covered. They manage all components of the claim process, including pre-claim education, claim reporting, claim negotiation and post-claim analysis.

HEALTH CARE CONSULTING SERVICES

We can help control risk, reducing the cost of both retained and transferred risks. Examples of our consulting work include:

- Developing litigation metrics for claim trend reporting to the board
- Analyzing out-of-network provider payment calculations and determining liability, liquidity and strategic consequences
- Collaborating with a national health insurer on medical tourism liability mitigation products to offer in tandem with its global consumerism roll-out

BECAUSE NO TWO MCOs ARE ALIKE

We scale our specialized team resources and our Business Risk Platform tools to fit the needs of MCO clients of all types and sizes, from publicly traded nationals to regional PPOs, pharmaceutical benefit managers, local government sponsored plans, IPAs and PHOs. For each of them, we deliver success on their terms – because those are the only terms that matter.

CONTACTS

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